DELAWARE VALLEY
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REGIONAL
PLANNING COMMISSION

NJ Transit Camden County Bus Survey

September 2010

The Delaware Valley Regional Planning Commission is dedicated to uniting the region's elected officials, planning professionals, and the public with a common vision of making a great region even greater. Shaping the way we live, work, and play, DVRPC builds consensus on improving transportation, promoting smart growth, protecting the environment, and enhancing the economy. We serve a diverse region of nine counties: Bucks, Chester, Delaware, Montgomery, and Philadelphia in Pennsylvania; and Burlington, Camden, Gloucester, and Mercer in New Jersey. DVRPC is the federally designated Metropolitan Planning Organization for the Greater Philadelphia Region— leading the way to a better future.

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Executive Summary

In fiscal year 2007, New Jersey Transit (NJ Transit) sought to update bus transit surveys that had been completed a number of years earlier. NJ Transit requested, through DVRPC's Regional Transit Advisory Committee, a comprehensive series of bus and station area surveys to update the data in the DVRPC region. NJ Transit requested these transit surveys to gather data about the riders on its rail and bus lines. Since it has been several years since the last survey, NJ Transit wanted to get "reacquainted" with its riders. From this need, an updated demographic profile of its rail and bus service will be created. This survey will also help with planning and modeling of bus rapid transit in southern New Jersey.

The Camden County Bus Survey was carried out on April 30 through May 1, 2010, on NJ Transit Routes 317, 403, 404, 405, and 407 in NJ Transit's southern division. NJ Transit's Route 551 was surveyed on March 2, 2010, at the Atlantic City bus terminal and the Avandale Park and Ride. This study used mailback surveys distributed on board buses in Camden County, New Jersey, to gather information regarding passenger demographics, satisfaction, and travel means, and to determine frequency and purpose of use.

Surveyors distributed 2,545 mailback surveys during this study. This represented approximately 35 percent of riders boarding the bus during the survey period. There were 1,099 usable surveys returned, or approximately 43 percent of surveys distributed. On the days surveyed, 7,170 riders boarded the bus, and 15 percent of those boards returned a useable survey. The returned surveys were entered using SurveyMonkey, an online survey service. They were then cleaned and analyzed. NJ Transit, for whom this work was completed, required that the results be weighted by bus route and time of day: either A.M. Peak or Off Peak.

The first chapter of this report outlines the method and conduct of this survey. The second chapter provides summary results and a route-by-route comparison of selected questions. The third chapter provides some insight and key findings from the survey.

Survey Conduct

Introduction

In fiscal year 2007, New Jersey Transit (NJ Transit) sought to update bus transit surveys that had been completed a number of years earlier. NJ Transit requested, through DVRPC's Regional Transit Advisory Committee, a comprehensive series of bus and station area surveys to update the data in the DVRPC region. NJ Transit assisted in the design and conduct of these surveys, and also provided technical assistance in processing the results. The first transit survey, *NJ Transit Rail Customer Survey* *(DVRPC publication number 08064)*, was conducted at the Trenton and Hamilton stations during spring 2008. The second transit survey, *NJ Transit South Jersey Bus Survey* *(DVRPC publication number 08065)*, was conducted in fall 2008. A third survey, *NJ Transit Mercer County Bus Survey* *(DVRPC publication number 09052*), was conducted in winter and spring 2009.

The fourth of these requested transit surveys, *The Camden County Bus Survey*, was carried out on April 30 through May 1, 2010, on NJ Transit Routes 317, 403, 404, 405, and 407 in NJ Transit's southern division. NJ Transit Route 551 was surveyed on March 2, 2010, at the Atlantic City bus terminal and the Avandale Park and Ride. This study used mailback surveys distributed on board buses in Camden and Burlington counties to gather information regarding passenger demographics, satisfaction, and travel means, and to determine frequency and purpose of use. Passengers were encouraged to complete the survey and place it in a mailbox. However, if passengers completed the survey on board, they could hand them back to the surveyor.

NJ Transit requested these transit surveys to gather data about the riders on its rail and bus lines. Since it has been several years since the last survey, NJ Transit wanted to get "reacquainted" with its riders. From this need, an updated demographic profile of its rail and bus service will be created. This survey will also help with planning and modeling of bus rapid transit in southern New Jersey.

Route Description

NJ Transit routes 403, 404, and 405 are intracounty bus routes through Camden County, New Jersey. NJ Transit route 317 runs from Asbury Park, Monmouth County, New Jersey, to

Philadelphia, Pennsylvania. Because of this length, the route was only surveyed from Browns Mills, Burlington County, New Jersey, to Philadelphia, Pennsylvania. NJ Transit Route 407 runs from the Moorestown Mall in Burlington County, New Jersey, to Philadelphia, Pennsylvania. All surveyed NJ Transit routes pass through the Walter Rand Transportation Center in Camden, New Jersey.

NJ Transit Route 317 (ASBURY PARK - PHILADELPHIA)

Philadelphia, Camden, Cherry Hill, Moorestown, Mt. Laurel, Mt. Holly, Pemberton, Burlington County College, Browns Mills, Fort Dix, McGuire AFB, Wrightstown, Cassville, Lakewood, Brick, Point Pleasant Beach, Belmar, Asbury Park

NJ Transit Route 403 (TURNERSVILLE - LINDENWOLD PATCO - CAMDEN)

Turnersville, Erial, Camden County College, Pine Hill, Gloucester, Lindenwold PATCO, Voorhees Town Center, Haddon Heights, Audubon, Barrington, Collingswood, Camden.

NJ Transit Route 404 (CHERRY HILL MALL - PHILADELPHIA)

Cherry Hill Mall, Pennsauken, Merchantville, Camden, Philadelphia.

NJ Transit Route 405 (CHERRY HILL MALL - KINGSTON ESTATES - PHILADELPHIA)

Cherry Hill Mall, Cherry Hill, Merchantville, Pennsauken, Camden, Philadelphia.

NJ Transit Route 407 (MOORESTOWN MALL - PHILADELPHIA
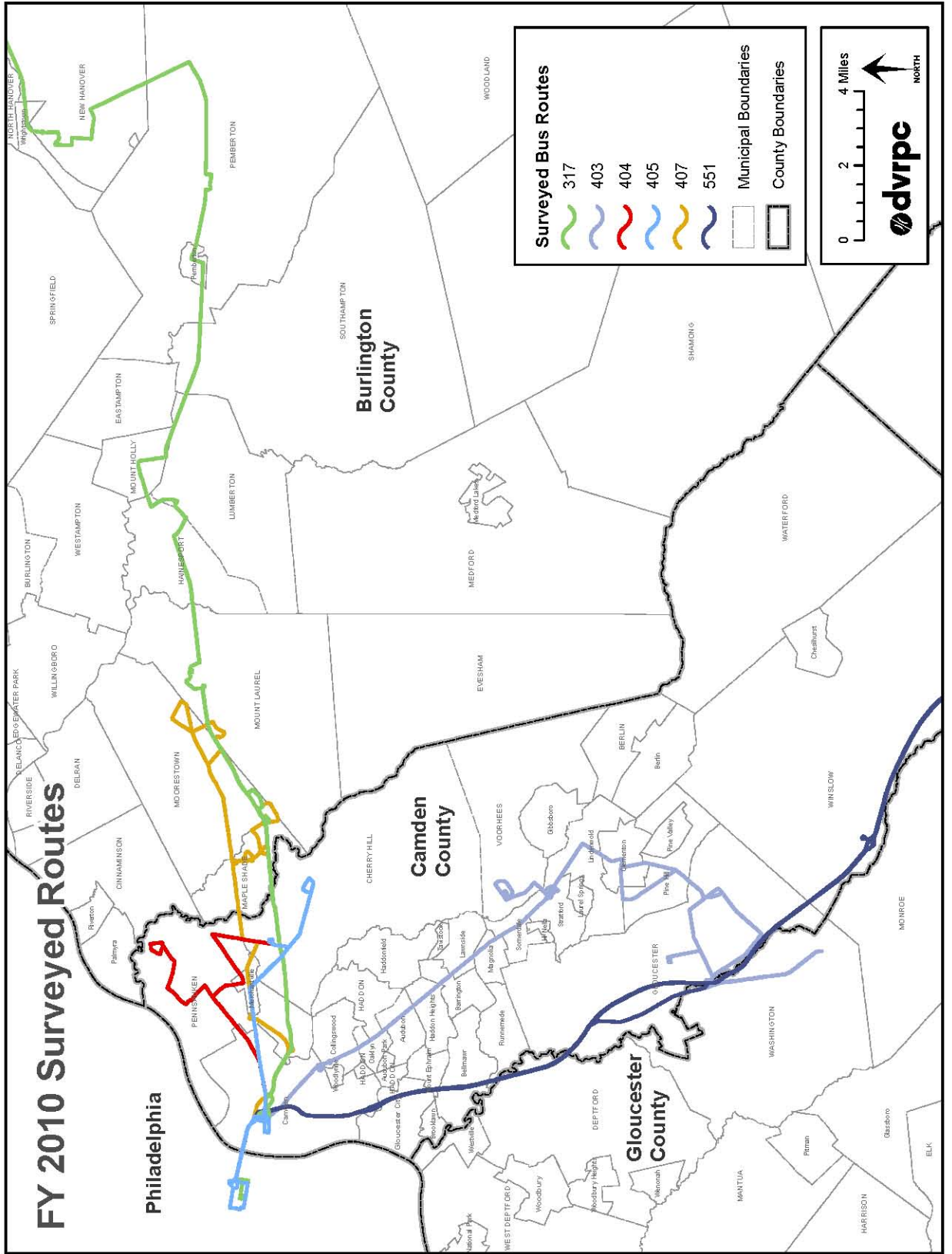
Moorestown Mall, East Gate Square, East Gate Corporate Center, Moorestown, Maple Shade, Merchantville, Pennsauken, Camden, Philadelphia.

NJ Transit Route 551 (ATLANTIC CITY - PHILADELPHIA)

Philadelphia (Greyhound Bus Terminal), Camden, Sicklerville (Avandale Park/Ride), Atlantic City.

These routes are illustrated in Figure 1.

Figure 1: FY 2010 Surveyed Routes

Survey Method

The goal of this project was to survey the entirety of each route as it crossed through Camden County, and not just a particular stop or segment. The intent of the project was to survey as many riders on the routes as possible; as such, this required a surveyor to be on board distributing surveys for the entire length of a bus route. Since it was not possible to survey each bus route for the entire day, a sampling frame needed to be established. A sampling frame is the list or record from which a sample is derived. For this survey, the sampling frame is the number of bus runs in a given day. Using the number of runs for a given route to determine sample size helps to ensure that an adequate sample of riders is captured and allows for an efficient use of resources. The assumption is if one surveys 31 percent of a route's runs, as was done with NJ Transit Route 405, then one will sample approximately 31 percent of that route's riders.

Table 1:   Survey Penetration Based on Runs

Route	Total Runs	Runs Surveyed	Percentage
317	19	12	63%
403	80	22	28%
404	72	21	29%
405	45	14	31%
407	65	21	32%
TOTAL	532	173	33%

Source: 2010 DVRPC

NJ Transit, for whom this work was done, required that approximately one-third of runs be surveyed. Over all, it was possible to survey approximately one-third of all runs as requested. Individually, some routes had slightly less than one-third--the route 403 was surveyed at 28 percent, while the route 317 was surveyed at a significantly higher 63 percent.

NJ Transit Route 551 operates differently than the other routes in the study, and a different sampling frame was used. Since this route only has four possible stops, it was felt that surveying the route inbound to Camden at the first two stops, Atlantic City and Avandale, was the best approach. For the Route 551, NJ Transit staff distributed surveys in Atlantic City, New Jersey, and DVRPC staff distributed surveys at the Avandale Park and Ride, and also collected completed surveys at the Walter Rand Transportation Center in Camden, New Jersey, and at the Philadelphia Greyhound Terminal in Philadelphia, Pennsylvania.

In the past two bus surveys, a large population of Latino/Hispanic riders was observed. Many of these riders were reluctant to participate, with many indicating that language was a major barrier to their participation. For this survey, 250 surveys were printed in Spanish and distributed evenly along the Routes 317, 403, 404, 405, and 407. Out of the 250 Spanish surveys printed, 63 were distributed, with 26 surveys returned completed.

Survey penetration is the percentage of surveys distributed (i.e., physically placed into the hands of riders), and is defined as the number of distributed surveys divided by the number of boards. Table 2 highlights the survey penetration by the approximate rider boards for the survey period on these runs. This is a measure of the percentage of riders that actually received a survey on the runs sampled on a particular route.

Table 2:   Survey Penetration Based on Boards Surveyed

Route	Boards	Surveys Distributed	Penetration
317	389	321	83%
403	2,406	637	26%
404	1,435	437	30%
405	769	264	34%
407	1,058	286	27%
551	1,113	600	54%
TOTAL	7,170	2,545	35%

Source: 2010 DVRPC

Table 3 details each route's corresponding return and participation rates. Return rate can be defined as the number of surveys returned divided by the number of surveys distributed. While penetration is a measure of how many riders received a survey, participation measures the number of riders actually partaking in the survey. This is defined as the number of returned surveys divided by the total boards.

On Route 404, for example, 222 out of the 437 distributed surveys were returned, for a return rate of 51 percent. In terms of participation, 222 riders returned a survey out of approximately 1,435 total riders, or approximately 15 percent of total riders participated in the survey. Participation rate is the most important factor in a survey because it is part of the validation of the results.

Table 3:   Survey Participation

Route	Boards	Surveys Distributed	Surveys Returned	Return Rate	Participation Rate
317	389	321	167	52%	43%
403	2,406	637	282	44%	12%
404	1,435	437	222	51%	15%
405	769	264	110	42%	14%
407	1,058	286	117	41%	11%
551	1,113	600	201	34%	18%
TOTAL	7,170	2,545	1,099	43%	15%

Source: 2010 DVRPC

Data Entry and Summarization

Completed surveys were forwarded to DVRPC for entry and analysis. A total of 1,099 useable surveys from the six routes, approximately 15 percent of riders boarding during the survey period, were collected and entered using SurveyMonkey, an online survey service. This service was used to manually enter the collected surveys. SurveyMonkey was chosen as a collection/data entry method/service due to its ease of use and ability to have multiple staff entering data simultaneously.

Source: 2009 www.surveymonkey.com

The surveys were entered manually using SurveyMonkey's online data entry form, which replicated the paper survey to ease entry. A unique number was assigned to every survey, and that number was used as a unique identifier for each entered survey, thus preventing duplicate entries. After all of the surveys had been entered, the data was downloaded as an Excel spreadsheet for cleaning and analysis.

Survey data needed to be reviewed for errors and completeness. This was done to ensure the quality of the data set. Entries were reviewed for consistency. Spelling errors, entry errors, incomplete data, and nonsensical responses were removed. When a clean data set was finally arrived at, it was summarized at the route level and then by time of day.

Each survey asked for the time of day (hour, minute, and A.M. or P.M.) that the rider had boarded the bus, and all entered surveys were coded to one of two time periods for the day. Time of ridership was determined and then coded into the data. Surveys were coded as: A.M. Peak if the rider boarded the bus between 6 A.M. and 9 A.M., or Off Peak if the rider boarded between 9 A.M. and 3 P.M. Any surveys that had a time before the A.M. Peak and after 3 P.M. were also coded as Off Peak, as were any surveys that did not have a time entered.

NJ Transit, for whom this work was completed, required that the data then be weighted by time of day. Weighting the data adjusts for differences between the sample size and the actual ridership, permitting comparison with, and abstraction to, the data universe. The survey data needed to be weighted by the time of day–A.M. Peak and Off Peak.

Weights were determined by bus route average ridership per time period. Farebox data was requested and obtained for a two-week period corresponding to the dates of the survey--

Tuesday, Wednesday, and Thursday for two consecutive weeks–for each of the bus routes surveyed. Total ridership was determined for each bus route for Off Peak and A.M. Peak for both inbound and outbound runs. This total ridership by time period was then averaged to determine normal, or expected, ridership per time period per bus route. Weights were determined by dividing the normalized ridership totals per time period by the total entered surveys per time period.

NJT Route 551 was weighted differently than the other five routes surveyed due to it operating more like a rail line with only four stops. Route 551 was surveyed at the first two inbound stops, Atlantic City and Avandale, and so weights were calculated using total boards for each of those stops. Again, farebox data was requested for Tuesday, Wednesday, and Thursday for a two-week period corresponding to the survey date. Total boards for each stop were determined and normalized. Normalized total boards for each of these two stops were divided by total surveys entered from each of these two stops to calculate each stop's respective weight. The weights for Atlantic City and Avandale are displayed in Table 4, Survey Weights, below.

Weighting attempts to factor sample data to reflect a 100 percent count. The smaller the weight, the larger the sample size, and conversely, the larger the weight, the smaller the sample size. A weight can never be less than one, as this would indicate that there were more surveys returned than there are people in the target population. Table 4, Survey Weights, details the weighting for each route.

Table 4:   Survey Weights

Route	A.M. Peak Weight	Off Peak Weight
317	1.9	2.7
403	5.8	10.6
404	4.1	9.0
405	8.0	6.7
407	9.2	9.0
	Avandale Weight	Atlantic City Weight
551	4.5	6.7

Source: 2010 DVRPC

Weighting can be used to gauge participation in a survey. On the Route 317, for example, the A.M. Peak Weight is 1.9, indicating that nearly half of A.M. Peak riders for the 317 on the days surveyed returned a useable survey. Weighting can also be seen as the ratio of riders to returned surveys. Using the Route 317 as an example, a ratio of 1.7 to one exists; for every 1.7 riders, one useable survey was returned during the A.M. Peak.

Survey Summary

Route Summaries

This section is a summary of the **weighted** results from the NJ Transit Camden County Bus Survey. Respondents were asked a series of questions, including trip purpose, destination, means of travel to and from the bus route, and certain demographic questions, such as race and age. Selected questions from the survey are summarized below in both graphical and written means. Each selected question is a route-by-route comparison and summary of the responses.

Due to rounding, percentages may not add exactly to 100 percent.

Table 5:   What time did you board this bus?

	317	403	404	405	407	551	Total	%
Off-Peak	246	1,696	963	570	676	585	4,736	66
A.M. Peak	144	708	472	199	377	533	2,433	34
Total	390	2,404	1,435	769	1,054	1,119	7,169	100

Source: 2010 DVRPC

◆ Riders boarding the bus in the A.M. Peak (6 A.M. to 9 A.M.) accounted for a 34 percent share. There were approximately 2,433 riders who indicated that they boarded during this time period.

◆ Off-Peak riders accounted for a 66 percent share, with approximately 4,736 riders who indicated that they boarded the bus during this time period.

Table 6:   The place you have come from is....

	317	403	404	405	407	551	Total	%
Home	247	1,717	993	399	776	686	4,818	67
Work	61	175	132	122	116	272	878	12
Other	19	102	88	27	36	34	306	4
Medical/Dental	8	145	58	27	18	7	263	4
Personal Business	15	117	22	54	36	11	255	4
Technical, College or University	22	95	40	27	18	6	207	3
Shopping	5	42	67	67	18	5	204	3
Casino	0	0	0	0	0	93	93	1
School (K - 12)	0	11	26	13	27	0	77	1
Social/Recreational	8	0	9	27	0	0	44	1
Answered Question	386	2,404	1,435	762	1,045	1,114	7,144	100
Skipped Question	5	0	0	7	9	5	25	0

Source: 2010 DVRPC

◆ There were approximately 4,818 riders who indicated that they began this trip from home. This was the most popular response, with a 67 percent share of riders.

◆ The second most popular response was "Work," with approximately 878 riders who indicated that they began this trip from work, for a 12 percent share.

◆ Riders indicating that they began this trip from "Personal Business," "Other," and "Medical/Dental" each represent a four percent share, with approximately 255, 306, and 263 riders for each choice, respectively.

◆ Approximately 93 riders responded that they were coming from a casino, with a third these riders, 33 riders, indicating that they worked at a casino.

Table 7:   How did you get to this bus?

	317	403	404	405	407	551	Total	%
Walked	204	1,985	1,175	533	854	313	5,064	71
Another Bus	56	266	127	100	73	195	818	11
Drove a Car	20	11	0	7	37	331	404	6
SEPTA	56	6	82	60	27	0	231	3
Carpooled/Dropped Off	21	39	0	13	9	99	181	3
JITNEY	0	0	0	0	0	113	113	2
Other	8	74	12	7	9	0	111	2
RiverLINE	8	6	30	28	27	0	99	1
Taxi	3	6	0	0	0	32	40	1
Bike	5	6	4	7	0	5	26	0
NJT Train	2	6	0	0	9	0	17	0
Casino Shuttle	0	0	0	0	0	7	7	0
Answered Question	383	2,404	1,430	755	1,045	1,094	7,111	99
Skipped Question	7	0	4	13	9	25	58	1

Source: 2010 DVRPC

- ◆ Walking was the most popular mode by which riders reached the bus. Riders walking to the bus accounted for approximately 5,604 responses, for a 71 percent share.

- ◆ The next most popular mode for reaching the bus was by transferring from another bus. There were approximately 818 riders who indicated that they had transferred to the bus from another route.

- ◆ "Drove a Car" was the third most popular means of reaching the bus, with approximately 404 riders, or a six percent share.

- ◆ Those transferring from SEPTA accounted for approximately 231 riders, or three percent.

Table 8:   After getting off the bus, how will you get to your final destination?

	317	403	404	405	407	551	Total	%
Walked	292	1,523	942	512	802	392	4,462	62
Another Bus	31	461	300	84	126	184	1,186	17
SEPTA	16	32	79	39	27	232	425	6
Other	10	240	26	8	36	35	355	5
Drove a Car	8	0	0	7	18	220	253	4
RiverLINE	3	87	44	23	0	28	184	3
Carpooled/Dropped Off	19	11	13	0	9	14	66	1
NJT Train	0	28	0	7	18	13	66	1
Taxi	0	0	8	7	0	0	15	0
Bike	5	6	0	0	0	0	10	0
Answered Question	383	2,387	1,412	686	1,036	1,119	7,023	98
Skipped Question	7	16	22	83	18	0	147	2

Source: 2010 DVRPC

- ◆ Walking was the most popular means of completing this trip after exiting the bus, with approximately 4,462 riders, or 62 percent, indicating that they would walk.

- ◆ Connecting with another NJ Transit bus was the next most popular means of travel after exiting the bus, with approximately 1,186 riders, or 17 percent, indicating that they would transfer to another bus.

- ◆ The other means of public transportation--the River LINE, NJ Transit Train, and SEPTA-- used to complete the trip after exiting the bus combined for a ten percent share of riders. There were approximately 66 riders indicating that they would use an NJ Transit Train, 184 who indicated that they would use the River LINE, and approximately 425 riders who indicated that they would use SEPTA.

- ◆ Interestingly, five percent of riders indicated that they would use a car to complete this trip, either driving or as part of a carpool or being picked up/dropped off. There were approximately 253 riders who indicated that they would drive a car to finish their trips, and approximately 66 riders who indicated that they would use a carpool or be dropped off to complete their trips.

Table 9:   The place you are going to is…

	317	403	404	405	407	551	Total	%
Work	160	1,080	553	213	408	439	2,852	40
Home	113	461	228	249	161	392	1,604	22
Other	33	216	142	75	63	71	600	8
Personal Business	28	189	124	21	90	32	484	7
Shopping	11	59	135	94	80	29	408	6
Technical, College or University	27	96	97	47	62	53	380	5
Medical/Dental	7	184	66	13	54	43	367	5
School (K-12)	0	33	51	28	63	11	186	3
Social/Recreational	10	43	8	21	36	49	168	2
Answered Question	388	2,360	1,403	762	1,018	1,119	7,050	98
Skipped Question	2	43	31	7	36	0	119	2

Source: 2010 DVRPC

- ◆ There were approximately 2,852 riders who indicated that they were traveling to work. This was the most popular response, accounting for a share of 40 percent.

- ◆ Riders traveling home accounted for a 22 percent share. There were approximately 1,604 riders who indicated this travel purpose.

- ◆ Riders indicating their travel purpose as being either "Personal Business" or "Other" combined for a share of 15 percent. There were approximately 484 riders indicating that "Personal Business" was their travel purpose and 408 riders who indicated that "Other" was their travel purpose, for a seven percent and an eight percent share, respectively.

- ◆ All other travel purposes combined for a 21 percent share.

Table 10: Which of the following statements applies to you?

	317	403	404	405	407	551	Total	%
I have no other way to travel, so I use the bus.	274	1,799	864	473	623	391	4,423	62
I use the bus because it is the best choice for me.	81	494	462	226	296	690	2,249	31
I usually use another type of transportation.	30	78	79	63	72	34	355	5
Answered Question	386	2,371	1,404	762	991	1,114	7,028	98
Skipped Question	5	33	30	7	63	5	142	2

Source: 2010 DVRPC

- ◆ The majority of riders, 62 percent, characterized themselves as having no other way to travel other than the bus. There were approximately 4,423 riders who responded, "I have no other way to travel."

- ◆ Riders who indicated that the bus was the best choice for them accounted for a 31 percent share, with approximately 2,249 who responded this way.

- ◆ Riders occasionally taking the bus accounted for a five percent share. There were approximately 355 riders who indicated that "I usually use another type of transportation."

Table 11: What type of ticket are you using for this trip?

	317	403	404	405	407	551	Total	%
One-way/Cash	169	1,092	731	426	503	168	3,090	43
Bus Monthly	109	957	432	166	335	461	2,459	34
Senior Citizen/Disability/Children	31	238	169	47	117	99	701	10
Round Trip	25	55	44	51	18	206	399	6
10-trip/Multi-trip	42	17	21	8	9	120	217	3
Other	12	6	13	37	9	0	77	1
Rail Monthly	0	27	0	0	9	20	56	1
Student Fare	0	0	0	20	9	7	36	1
Discount Round Trip Excursion	0	0	0	0	0	27	27	0
Rail-other	0	0	0	0	0	7	7	0
Answered Question	388	2,392	1,409	755	1,009	1,114	7,067	99
Skipped Question	2	12	25	13	45	5	102	1

Source: 2010 DVRPC

◆ Riders indicating that they used a "One-way/Cash" ticket for this trip accounted for a 43 percent share of riders. There were approximately 3,090 riders who indicated they used this type of ticket.

◆ Riders who used a "Bus Monthly" pass made up a 34 percent share of riders. There were approximately 2,459 riders who indicated that they used a "Bus Monthly" pass for their trips.

◆ There were approximately 701 riders who used a "Senior Citizen/Customer with disability/children" type of ticket, for a ten percent share.

◆ There were approximately 217 riders who indicated that they used a "10-trip/Multi-trip" type of ticket for this trip, accounting for a three percent share.

◆ "Discount Round Trip Excursion" and "Rail-other" were ticket options only available to riders of the Route 551. These two ticket options only combined for a three percent share of riders using the Route 551, and less than one percent of all riders in the survey.

◆ It is NJ Transit policy that riders with monthly rail passes can ride for free as long as the zones on the rail pass are equal to or greater than the bus zones traveled. There were approximately 56 riders who indicated using this ticket choice, 20 riders on the Route 551 and 27 riders on the Route 403, and nine riders on the Route 407. It should be noted that the 403 and 551 connect with NJ Transit rail service to Atlantic City and NJ Transit's River LINE service, and the 407 connects with NJ Transit's RiverLINE service.

◆ NJ Transit's 551 bus between Atlantic City, NJ and Philadelphia, PA mirrors, to an extent, the service provided by NJ Transit's Atlantic City Rail line. As a result, some riders may take the train in from Philadelphia and then because of greater frequency take the bus back to Philadelphia.

Table 12: How often do you use this bus route?

	317	403	404	405	407	551	Total	%
5 Days a Week	136	733	396	200	306	528	2,300	32
7 Days a Week	46	757	493	212	288	65	1,861	26
6 Days a Week	54	372	194	96	136	115	968	13
3-4 Days a Week	57	299	170	123	144	127	919	13
1-2 Days a Week	30	108	93	34	72	91	427	6
1-3 Days a Month	20	59	35	43	54	121	332	5
Less than 1 Day a Month	25	42	13	40	9	47	177	2
First Time Customer	17	11	18	13	9	13	82	1
Answered Question	386	2,381	1,412	762	1,017	1,108	7,066	99
Skipped Question	5	22	22	7	36	11	103	1

Source: 2010 DVRPC

- Riders who indicated that they used this bus route five days per week accounted a 32 percent share. There were approximately 2,300 riders who indicated they used this bus route five days per week.

- There were approximately 1,861 riders who indicated that they used the bus every day of the week. This accounted for a 26 percent share.

- There were approximately 968 riders who indicated they used the bus nearly every day of the week (6 days per week), accounting for a 13 percent share.

- Riders who indicated that they were infrequent riders, from "1-3 days per month" to "Less than one day per month," had a combined share of seven percent. There were approximately 322 riders and 177 riders riding the bus "1-3 days per month" and "Less than one day per month," respectively.

- There were approximately 82 riders who indicated that they were first-time customers, accounting for a one percent share.

- Riders using the bus five days or more a week accounted for 71 percent of riders. Where as table 11 shows that most of the riders are purchasing a one way/cash ticket, this is likely due to the amount of riders using the bus less than five days a week. When looking at just frequent riders, those riding five or more days a week, nearly half are using a monthly pass, with the other half using a one way/cash ticket.

Table 13:   In the past year, has the service on this route...

	317	403	404	405	407	551	Total	%
Remained the Same	148	870	483	295	432	584	2,811	39
Improved	80	657	395	199	198	205	1,734	24
Somewhat Improved	77	481	297	139	191	168	1,353	19
Somewhat Declined	15	230	138	29	107	98	617	9
Not Applicable	61	54	53	49	45	53	316	4
Declined	0	83	25	35	18	6	167	2
Answered Question	380	2,375	1,391	747	991	1,114	6,998	98
Skipped Question	10	29	43	21	63	5	171	2

Source: 2010 DVRPC

- For a large number of riders, 39 percent, the service had remained the same in the past year. There were approximately 2,811 riders who indicated this.

- There were approximately 1,734 riders who indicated that they felt service had improved over the past year.

- Approximately 167 riders, for a two percent share, felt that service had declined over the past year.

Table 14:   Gender

	317	403	404	405	407	551	Total	%
Female	195	1,393	799	467	569	605	4,027	56
Male	184	913	570	302	450	481	2,900	40
Answered Question	379	2,306	1,369	768	1,018	1,086	6,927	97
Skipped Question	11	97	65	0	36	32	242	3

Source: 2010 DVRPC

- Over half of all riders indicated that they were female, for a 56 percent share. There were approximately 4,027 female riders.

- There were approximately 2,900 male riders, accounting for a 40 percent share.

- There were approximately 242 riders who failed to indicate any gender.

Table 15: Age

	317	403	404	405	407	551	Total	%
45 - 54	87	604	318	135	244	393	1,779	25
24 - 34	69	502	287	212	271	116	1,455	20
35 - 44	86	499	257	103	163	233	1,340	19
18 - 24	95	337	261	143	198	64	1,097	15
62 or Older	24	229	137	56	98	117	660	9
55 - 61	21	201	123	57	36	159	596	8
Under 18	8	22	43	48	18	0	140	2
Answered Question	388	2,392	1,426	755	1,027	1,081	7,068	99
Skipped Question	2	12	9	13	27	38	101	1

Source: 2010 DVRPC

- One-quarter of riders indicated that they were in the 45-to-54-years-old category. There were approximately 1,779 riders who indicated that they were between the ages of 45 and 54, for an approximate 25 percent share.

- There were an almost equal number of riders who indicated that they were between the ages of 25 and 34 as had indicated that they were between the ages 35 and 44. There were approximately 1,455 riders who indicated that they were between the ages of 25 and 34, for a 20 percent share. Riders who indicated that they were between the ages of 35 and 44 also accounted for a 19 percent share, with approximately 1,340 riders indicating this age range.

- There were approximately 660 riders, for a nine percent share, who indicated that they were 62 years old or older.

- "Under 18 years old" accounted for the smallest share of riders, with a share of two percent.

- It should be noted that generally riders under the age of 18 are not surveyed. When encountering a rider with young children, the survey agent only hands a survey to the adult, or adults. It can be difficult to determine age, which may explain why there are so few riders reporting an age that is under 18 years old.

Table 16: Household size

	317	403	404	405	407	551	Total	%
Two	100	772	316	202	226	324	1,940	27
Three	68	479	353	203	280	163	1,546	22
Four	53	370	295	147	144	247	1,256	18
One	87	460	210	104	207	181	1,249	17
Five or More	70	306	238	99	161	177	1,051	15
Answered Question	378	2,387	1,412	755	1,018	1,092	7,043	98
Skipped Question	12	16	22	13	36	27	126	2

Source: 2010 DVRPC

◆ "Two" and "Three" person households accounted for half of all riders. There were approximately 1,940 riders who indicated that they were members of a "Two" person household. There were approximately 1,546 riders who indicated that they were a member of a "Three" person household.

◆ "Four" and "One" person households accounted for nearly an equal number of riders. There were approximately 1,256 riders who indicated that they were part of a "Four" person household, for an 18 percent share. Riders who indicated that they were a member of a "One" person household accounted for approximately 1,249 respondents, or a 17 percent share.

◆ Households of "Five or More" persons had the smallest share of riders, with 15 percent. There were approximately 1,051 riders who indicated that they were a member of a household with "Five or more" persons.

Table 17:   How many in your household are employed?

	317	403	404	405	407	551	Total	%
One	121	1,021	448	286	362	346	2,584	36
Two	97	625	342	209	252	457	1,981	28
None	63	460	332	126	162	102	1,243	17
Three	66	126	210	98	162	100	762	11
Four	23	88	42	8	45	26	231	3
Five or More	5	28	21	20	27	38	139	2
Answered Question	375	2,349	1,394	746	1,009	1,067	6,940	97
Skipped Question	15	55	40	23	45	52	229	3

Source: 2010 DVRPC

- ◆ Riders from households with one person employed accounted for a 36 percent share of total riders. There were approximately 2,584 riders who indicated that they were from a household with one person employed.

- ◆ There were approximately 1,981 riders who indicated that they were from a household with two persons employed, for a 28 percent share.

- ◆ Riders who indicated that there were no employed persons in their household accounted for a 17 percent share of total riders. There were approximately 1,243 riders who indicated that they were from a household with no employed persons.

- ◆ Households with "Five or more" persons employed had the smallest share, with approximately 139 riders, or two percent.

Table 18: How many cars are available in your household?

	317	403	404	405	407	551	Total	%
None	170	1,535	709	384	578	280	3,655	51
One	109	633	352	243	253	356	1,946	27
Two	75	160	236	77	134	299	981	14
Three	16	33	69	29	45	108	299	4
Five or More	3	0	0	7	0	31	41	1
Four	5	6	4	0	0	5	19	0
Answered Question	377	2,366	1,370	740	1,009	1,078	6,941	97
Skipped Question	13	38	65	28	44	40	228	3

Source: 2010 DVRPC

- ◆ Over half of all riders indicated that they had no vehicle available in their households. There were approximately 3,655 riders who indicated that they had no vehicles available, for a 51 percent share.

- ◆ Riders who indicated that they had one vehicle available in their households accounted for a 27 percent share of total riders. There were approximately 1,946 riders who indicated that they had one vehicle available in their households.

- ◆ Two-vehicle, three-vehicle, and five-or-more-vehicle households combined for a 19 percent share of total riders. There were approximately 981 riders who indicated two vehicles available, approximately 299 riders who indicated three vehicles available, and approximately 41 riders who indicated five or more vehicles available in their respective households.

- ◆ There were only 19 riders who indicated that there were four vehicles available in their household.

Table 19: Annual household income

	317	403	404	405	407	551	Total	%
Under $15,000	89	820	488	255	307	107	2,066	29
$15,000 - $24,999	70	571	359	128	181	153	1,462	20
$25,000 - $34,999	51	349	140	156	153	135	984	14
$35,000 - $49,999	49	276	156	55	108	144	787	11
$50,000 - $74,999	65	144	118	41	108	209	685	10
$75,000 - $99,999	13	39	40	13	63	102	270	4
$100,000 - $149,999	15	0	21	8	18	124	186	3
$150,000 and Over	10	21	4	15	0	25	75	1
Answered Question	361	2,219	1,326	672	938	999	6,515	91
Skipped Question	29	184	109	96	116	119	654	9

Source: 2010 DVRPC

- ◆ The question asking for annual household income had the fewest responses in the survey. Nine percent of respondents skipped this question, likely on account of the private or personal nature of the information.

- ◆ Riders who indicated an annual household income under $15,000 accounted for 29 percent of total riders. There were approximately 2,066 riders who indicated an annual household income under $15,000.

- ◆ Riders who indicated an annual household income between $15,000 and $35,000 accounted for a 34 percent share of total respondents. There were approximately 1,462 riders who reported an annual household income between $15,000 and $24,999, for a 20 percent share. There were approximately 984 riders who reported an annual household income between $25,000 and $34,999, for a 14 percent share.

- ◆ There were approximately 75 riders who reported an annual household income over $150,000, for a one percent.

Key Findings

Route Comparison

To help place the results of the survey in context, a comparison of some of the demographic characteristics across routes, and to Burlington and Camden counties, is useful. Table 20 displays the mean cars per household, workers per household, household size, age, and household income for the surveyed routes and for Camden and Burlington counties. The following values were derived from the survey responses for each route surveyed and from the U.S. Census Bureau's 2008 American Community Survey (ACS) data for Camden and Burlington counties. The mean household demographics are only approximations; they were calculated in accordance with NJ Transit's formula and method. The survey participants were given a range of ages, household incomes, household sizes, and cars available to choose from. Table 20 summarizes survey results using the midpoint value for the appropriate mean range of a given category. By comparing the routes to each other and to the county at large, a picture of the socioeconomic conditions of the ridership is apparent.

Table 20:   Mean Household Demographics by Surveyed Route

Route #	Cars per Household	Workers per Household	Household Size	Age	Household Income
317	0.89	1.67	2.78	38	$41,152
403	0.45	1.33	2.70	41	$26,822
404	0.76	1.45	3.02	40	$28,741
405	0.70	1.51	2.91	37	$29,710
407	0.64	1.64	2.82	39	$33,007
551	1.34	1.73	2.92	47	$56,394
Average	0.73	1.50	2.84	41	$33,731
Burlington County[†]	1.16†	1.34†	2.63†	38[†] *	$75,676[†]
Camden County[†]	1.01[†]	1.30[†]	2.64[†]	37[†] *	$77,126[†]

Source: DVRPC 2010; (†) US Census Bureau American Community Survey 2008 estimates.
(*) Median age.

Table 20 shows that the average household had less than one available car, with 0.73 cars per household. This is consistent with the findings displayed in Table 18 on page 22, which indicate

that approximately 51 percent of riders reported having no access to a vehicle in their household. This is also consistent with the survey findings in Table 10 on page 15, where approximately 62 percent of riders reported that they had no other means of traveling but the bus.

The average numbers of workers per household and average household size of surveyed riders tend to be higher than the averages for Burlington and Camden counties. Households of surveyed riders average 1.50 workers and 2.84 persons, while Camden County households average 1.30 workers and 2.64 persons, and Burlington County households average 1.34 workers and 2.63 persons.

The average age for a rider of the bus routes surveyed is 41 years old. This is a few years older than the county-wide median age reported by the Census Bureau: 37 years of age for Camden County and 38 years of age for Burlington County. NJT Routes 317, 405, and 407 are the closest to the county median ages. NJT Route 551 has the oldest riders of the routes surveyed, with an average age of 47 years.

Average household income for Camden and Burlington counties is $77,126 and $75,676, respectively. That is more than twice the average household income reported in this survey, which is $33,731. The federal government defines poverty as a ratio of family size to household income, as shown in Table 21. Many means-tested programs use these poverty guidelines or a percentage multiple of them as a measure of eligibility. In this survey, participants were asked for their household size. If household size is used as a proxy for family size, the average household income from this survey can be compared to the federal poverty levels by family size.

Table 21:   2009 Federal Poverty Levels by Family Size

Size of family unit	2009 Household income for 48 contiguous states and DC
1	$10,830
2	$14,570
3	$18,310
4	$22,050
5	$25,790
Each Additional Person:	$3,740

Source: Federal Register, Vol. 74, No. 14, January 23

The estimated average household size for the surveyed bus riders is 2.84. For simplicity of comparison to federal poverty level, this is rounded up to three persons. The federal poverty level (FPL) household income for a family of three is $18,310. The estimated average household income for riders surveyed is $33,731. None of the routes surveyed have an estimated average household income below the FPL for an average household size of three. However, these FPL numbers are designated as standards for all 48 contiguous states and D.C., and do not reflect regional differences in cost of living. The estimated average household income for all routes surveyed ($33,731) is $15,421 above the FPL for a family of three ($18,310), or 184 percent of the FPL for a family of three.

There are two routes with an average income higher than the survey average. NJT Route 317, with an average household income of $41,152, which is $7,421 above the survey average, is more than 200 percent FPL. NJT Route 403, with the lowest average household income of the bus routes surveyed, $26,822, which is $6,909 lower than the survey average, is approximately 146 percent FPL (46 percent higher than FPL) for a household of three.

Table 22 displays the number of riders reporting household income according to surveyed household size. In this manner, the total number of households reporting an income below the FPL is highlighted in orange.

Table 22:   Household Income Reported by Household Size

Household Size	Household Income							
	Under $15,000	$15,000 - $24,999	$25,000 - $34,999	$35,000 - $49,999	$50,000 - $74,999	$75,000 - $99,999	$100,000 - $149,999	$150,000 and Over
1	353	322	130	145	115	37		8
2	570	426	300	236	194	52	52	18
3	515	277	236	140	137	75	42	15
4	361	234	175	145	139	30	50	17
5	253	194	123	121	98	69	42	17
Total	2,066	1,462	984	787	685	270	186	75

Source: DVRPC 2010

Summarizing by averages smoothes the data by eliminating highs and lows, though average numbers may be skewed by either exceptionally high or low data points. With regard to households and poverty, none of the surveyed bus routes report an average income at or below the FPL. However, there are an estimated 2,771 households that reported an income at or below the FPL for their respective household sizes. This accounts for 38 percent of all households in the survey. The orange shaded area in Table 22 represents the number of households that reported an income at or below the FPL for that respective household size.

Taken together, this suggests a number of observations:

◆ Mean household income by route does not actually describe field observations of riders.

◆ Federally derived FPL numbers by family size are set very low, providing a poor benchmark of comparison with survey responses.

◆ Cross-tabulated survey responses (household income by household size) reveal over one-third of riders are at or below the FPL, and conceivably more if the preceding point is accepted.

NJ Transit Bus Survey Instruments

Camden County Survey Instrument

NJTRANSIT The Way To Go.

Market Research
One Penn Plaza East, Newark, NJ 07105

dvrpc DELAWARE VALLEY REGIONAL PLANNING COMMISSION

Survey No. Goes Here

NJ TRANSIT is conducting this survey to better understand your travel needs. Please help us by filling out and returning your completed survey to the agent on-board the bus, or drop in any US Mailbox (postage free). Your responses will be kept confidential. To show our appreciation for your help, we will enter your name in a drawing to **WIN A FREE MONTHLY PASS.**

Thank you for your participation!

For this bus trip...

1. On what bus route did you receive this survey?

   Route # ☐☐☐

2. What time did you board this bus? (PLEASE SPECIFY TIME AND CHOOSE AM OR PM)

   ☐☐ : ☐☐ ☐☐   O AM   O PM
   Hour   Minute

3. The place you have come from is... (CHOOSE ONE ONLY)
   - O Home
   - O Work
   - O School (K-12)
   - O Technical, College or University
   - O Shopping
   - O Medical/Dental
   - O Personal Business
   - O Social/Recreational
   - O Other

4. What is the address of the place you have come from?
   (PLEASE PRINT CLEARLY)

   _____
   Street Address OR Street Intersection

   _____
   City/Town   State   Zip Code

---

19. What is your age?
    - O Under 18 years
    - O 18-24 years
    - O 25-34 years
    - O 35-44 years
    - O 45-54 years
    - O 55-61 years
    - O 62 or over

20. Are you... (CHOOSE ONE ONLY)
    - O White
    - O Black
    - O Asian or Pacific Islander
    - O American Indian, Eskimo or Aleut
    - O Other _____ (please specify)

21. Are you of Hispanic origin?   O Yes   O No

22. What is your occupation? (CHOOSE ONE ONLY)
    - O Management/Professional
    - O Clerical/Secretarial
    - O Sales/Retail
    - O Non-Office Worker
    - O Technical/Skilled
    - O Homemaker
    - O Student
    - O Not currently employed
    - O Retired
    - O Other _____

23. How many people are living in your household, including yourself?
    - O One
    - O Two
    - O Three
    - O Four
    - O Five or more

24. How many people in your household are currently employed?
    - O None
    - O One
    - O Two
    - O Three
    - O Four
    - O Five or more

25. How many cars are currently available in your household?
    - O None
    - O One
    - O Two
    - O Three
    - O Four
    - O Five or more

26. What is your annual household income?
    - O Under $15,000
    - O $15,000 - $24,999
    - O $25,000 - $34,999
    - O $35,000 - $49,999
    - O $50,000 - $74,999
    - O $75,000 - $99,999
    - O $100,000 - $149,999
    - O $150,000 and over

Please be assured your responses will be kept confidential. To enter our drawing to WIN A FREE MONTHLY PASS, please provide your... (PLEASE PRINT CLEARLY)

Name _____
Street Address _____
City/Town _____ State _____ Zip Code _____
Day Phone # (___) ___ - ___   Eve. Phone # (___) ___ - ___
Email Address _____

Your comments are important to us. If you have specific comments, please, e-mail us from our website at **www.njtransit.com**

Thank you for your help!

5. **How did you get to this bus?** (CHOOSE PRIMARY METHOD ONLY)
   - ○ Walked
   - ○ Drove a Car
   - ○ Carpooled/Dropped off
   - ○ Another Bus (Please Specify Route) _____
   - ○ RiverLINE
   - ○ NJT Train (Please Specify Boarding Station) _____
   - ○ SEPTA (Please Specify) _____
   - ○ Bike
   - ○ Taxi
   - ○ Other (Please Specify) _____

6. **Where did you get ON this bus?** (PLEASE PRINT CLEARLY)

   _____
   Street Address OR Street Intersection

   _____ _____ _____
   City/Town   *State*   *Zip Code*

7. **Where will you get OFF this bus?** (PLEASE PRINT CLEARLY)

   _____
   Street Address OR Street Intersection

   _____ _____ _____
   City/Town   *State*   *Zip Code*

8. **After getting off this bus, how will you get to your final destination?**
   (CHOOSE PRIMARY METHOD ONLY)
   - ○ Walk only
   - ○ Drove a Car
   - ○ Carpooled/Dropped off
   - ○ Another Bus (Please Specify Route) _____
   - ○ RiverLINE
   - ○ NJT Train (Please Specify Destination Station) _____
   - ○ SEPTA (Please Specify) _____
   - ○ Bike
   - ○ Taxi
   - ○ Other (Please Specify) _____

9. **What is the address of the place you are going to—that is, your final destination?** (PLEASE PRINT CLEARLY)

   _____
   Street Address OR Street Intersection

   _____ _____ _____
   City/Town   *State*   *Zip Code*

10. **The place you are going to is...** (CHOOSE ONE ONLY)
    - ○ Home
    - ○ Work
    - ○ School (K-12)
    - ○ Technical, College or University
    - ○ Shopping
    - ○ Medical/Dental
    - ○ Personal Business
    - ○ Social/Recreational
    - ○ Other

11. **If this service was unavailable, how would you travel to your destination?** (PLEASE PRINT CLEARLY) _____

12. **Which of the following statements applies to you?**
    - ○ I have no other way to travel, so I use the bus.
    - ○ I use the bus because it is the best choice for me, even though there are other ways I could travel.
    - ○ I usually use another type of transportation, but I occasionally take the bus.

13. **What type of ticket are you using for this trip?** (CHOOSE ONE ONLY)
    - ○ One-way/Cash
    - ○ Round Trip
    - ○ Bus Monthly
    - ○ Rail Monthly
    - ○ 10-Trip/Multi-trip
    - ○ Student Fare
    - ○ Senior Citizen/Customer with disability/Children
    - ○ Other

14. **How often do you use this bus route?** (CHOOSE ONE ONLY)
    - ○ 7 days/week
    - ○ 6 days/week
    - ○ 5 days/week
    - ○ 3-4 days/week
    - ○ 1-2 days/week
    - ○ 1-3 days/month
    - ○ Less than one day/month
    - ○ First time customer

15. **How long have you been riding this bus route?** (CHOOSE ONE ONLY)
    - ○ Less than 6 months
    - ○ 6 months to 1 year
    - ○ 1 to 2 years
    - ○ 2 to 5 years
    - ○ 5 to 10 years
    - ○ 10 years or more

16. **Please rate your Overall Satisfaction with this bus route:**

Not Acceptable		Acceptable		Excellent
←				→
0 1 2	3 4	5 6 7	8 9	10

17. **Overall, has the service on this bus route declined, remained the same, or improved in the past year?**

    ○ Declined   ○ Somewhat Declined   ○ Remained the Same   ○ Somewhat Improved   ○ Improved   ○ Not Applicable

18. **Are you...**   ○ Male   ○ Female

Spanish Language Camden County Survey Instrument

Survey No.
Goes Here

NJTRANSIT
The Way To Go.

Market Research
One Penn Plaza East, Newark, NJ 07105

dvrpc
DELAWARE VALLEY
REGIONAL
PLANNING COMMISSION

NJ TRANSIT está realizando esta encuesta para comprender mejor sus necesidades en materia de viajes. Por favor ayúdenos completando y devolviendo su encuesta terminada al agente a bordo del autobús o déjela en cualquier buzón del correo de US (franqueo gratis). Sus respuestas se mantendrán confidenciales. Para mostrar nuestra apreciación por su ayuda, entraremos su nombre en un sorteo para GANAR UNA PASE MENSUAL GRATIS.

¡Gracias por su participación!

Para este viaje en autobús…

1. ¿En qué ruta de autobús recibió esta encuesta?

   Ruta # ☐☐☐

2. ¿A qué hora abordó este autobús?
   (POR FAVOR ESPECIFIQUE LA HORA Y SELECCIONE AM O PM)

   ☐☐ : ☐☐   ○ AM   ○ PM
   Hora   Minuto

3. El lugar de donde usted viene es… (ELIJA UNA SOLAMENTE)
   - ○ Hogar
   - ○ Trabajo
   - ○ Escuela (K-12)
   - ○ Escuela Técnica, de Educación Superior o Universidad
   - ○ Compras
   - ○ Médico/Dentista
   - ○ Negocio Personal
   - ○ Social/Recreativo
   - ○ Otro

4. ¿Cuál es la dirección del lugar de donde usted viene?
   (POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA)

   _____
   Calle del Domicilio O Intersección de Calles

   _____
   Ciudad/Localidad   Estado   Código Postal

---

19. ¿Cuál es su edad?
    - ○ Menor de 18 años
    - ○ 18-24 años
    - ○ 25-34 años
    - ○ 35-44 años
    - ○ 45-54 años
    - ○ 55-61 años
    - ○ 62 ó más

20. Es usted… (ELIJA UNA SOLAMENTE)
    - ○ Blanco
    - ○ Afro-Americano
    - ○ Asiático o Habitante de las Islas del Pacífico
    - ○ Nativo-Americano, Esquimal o Aleutiano
    - ○ Otro _____ (por favor explique)

21. ¿Es usted de origen hispano?   ○ Sí   ○ No

22. ¿Cuál es su ocupación? (ELIJA UNA SOLAMENTE)
    - ○ Gerente/Profesional
    - ○ Oficinista/Secretaria
    - ○ Ventas/Ventas Minoristas
    - ○ No Trabaja en Oficina
    - ○ Técnico/Trabajador Calificado
    - ○ Ama de Casa
    - ○ Estudiante
    - ○ No Está Empleado Actualmente
    - ○ Jubilado
    - ○ Otro _____

23. ¿Cuántas personas viven en su hogar incluyéndolo a usted mismo?
    - ○ Una
    - ○ Dos
    - ○ Tres
    - ○ Cuatro
    - ○ Cinco o más

24. ¿Cuántas personas en su hogar están actualmente empleadas?
    - ○ Ninguna
    - ○ Una
    - ○ Dos
    - ○ Tres
    - ○ Cuatro
    - ○ Cinco o más

25. ¿Cuántos automóviles hay actualmente disponibles en su hogar?
    - ○ Ninguno
    - ○ Uno
    - ○ Dos
    - ○ Tres
    - ○ Cuatro
    - ○ Cinco o más

26. ¿Cuál es el ingreso anual de su hogar?
    - ○ Debajo de $15,000
    - ○ $15,000 - $24,999
    - ○ $25,000 - $34,999
    - ○ $35,000 - $49,999
    - ○ $50,000 - $74,999
    - ○ $75,000 - $99,999
    - ○ $100,000 - $149,999
    - ○ por encima de $150,000

Tenga la seguridad de que sus respuestas se mantendrán confidenciales. Para entrar a nuestro sorteo para GANAR UN PASE MENSUAL GRATIS, por favor proporcione su…
(POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA)

Nombre _____
Calle del domicilio _____
Ciudad/Localidad _____ Estado _____ Código Postal _____
Teléfono Día (___) ___-___   Teléfono Noche (___) ___-___
Dirección de Correo Electrónico _____

Sus comentarios son importantes para nosotros. Si tiene comentarios específicos, envíenos un correo electrónico desde nuestro sitio web en www.njtransit.com
¡Gracias por su ayuda!

5. ¿Cómo llegó a este autobús? (ELIJA SÓLO EL MEDIO PRINCIPAL)
   ○ Caminó
   ○ Condujo un Automóvil
   ○ Viajó en Coche Compartido/Lo Dejaron
   ○ Otro Autobús (Por Favor Especifique la Ruta) _____
   ○ RiverLINE
   ○ Tren NJT (Por Favor Especifique Estación en la Que Subió)
   ○ SEPTA (Por Favor Especifique) _____
   ○ Bicicleta
   ○ Taxi
   ○ Otro (Por Favor Especifique) _____

6. ¿Dónde se subió este autobús?
   (POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA)

   _____
   Calle del Domicilio O Intersección de Calles O Ubicación

   _____
   Ciudad/Localidad   Estado   Código Postal

7. ¿Dónde bajará de este autobús?
   (POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA)

   _____
   Calle del Domicilio O Intersección de Calles O Ubicación

   _____
   Ciudad/Localidad   Estado   Código Postal

8. Después de bajarse de este autobús, ¿Cómo llegará a su destino final? (ELIJA SÓLO EL MEDIO PRINCIPAL)
   ○ Camina Solamente
   ○ Conduce un Vehículo
   ○ Viaje en Coche Compartido/Lo Dejarán
   ○ Otro Autobús (Por Favor Especifique la Ruta) _____
   ○ RiverLINE
   ○ Tren NJT (Por Favor Especifique Estación en la Que Subió)
   ○ SEPTA (Por Favor Especifique) _____
   ○ Bicicleta
   ○ Taxi
   ○ Otro (Por Favor Especifique) _____

9. ¿Cuál es la dirección del lugar a donde usted va, es decir su destino final? (POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA)

   _____
   Calle del Domicilio O Intersección de Calles O Ubicación

   _____
   Ciudad/Localidad   Estado   Código Postal

10. El lugar a donde usted está yendo es… (ELIJA UNA SOLAMENTE)
    ○ Hogar   ○ Compras
    ○ Trabajo   ○ Médico/Dentista
    ○ Escuela (K-12)   ○ Negocio Personal
    ○ Escuela Técnica, de Educación   ○ Social/Recreativo
       Superior o Universidad   ○ Otro

11. Si este servicio no estuviera disponible, ¿cómo viajaría a su destino?
    (POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA) _____

12. ¿Cuál de las siguientes afirmaciones se aplica a usted?
    ○ No tengo otra forma de viajar, por lo tanto uso el autobús.
    ○ Uso el autobús porque es la mejor opción para mí, aunque existen otros medios con los que puedo viajar.
    ○ Normalmente uso otro tipo de transporte, pero ocasionalmente tomo el autobús.

13. ¿Qué tipo de boleto está usando para este viaje? (ELIJA UNA SOLAMENTE)
    ○ De Ida/Efectivo   ○ 10-viajes/Múltiples Viajes
    ○ Ida y Vuelta   ○ Boleto de Estudiante
    ○ Autobús Mensual   ○ Ciudadano de la Tercera Edad/Discapacitado/Niño
    ○ Tren Mensual   ○ Otro

14. ¿Con qué frecuencia utiliza esta ruta de autobús? (ELIJA UNA SOLAMENTE)
    ○ 7 días/semana   ○ 1-2 días/semana
    ○ 6 días/semana   ○ 1-3 días/semana
    ○ 5 días/semana   ○ Menos de un día/mes
    ○ 3-4 días/semana   ○ Usuario por primera vez

15. ¿Por cuánto tiempo ha usado esta ruta? (ELIJA UNA SOLAMENTE)
    ○ Menos de 6 meses   ○ 2 a 5 años
    ○ 6 meses a 1 año   ○ 5 a 10 años
    ○ 1 a 2 años   ○ 10 años o más

16. Por favor califique su Satisfacción en General con esta ruta de autobús:

    Inaceptable   Aceptable   Excelente
         ↓   ↓   ↓
    0   1   2   3   4   5   6   7   8   9   10

17. En general, ¿El servicio en esta ruta de autobús ha empeorado, se mantuvo igual o mejoró el año pasado?

    Empeoró   Empeoró   Se mantuvo   Mejoró   Mejoró   No
              Algo   Igual   Algo   Corresponde

18. Usted es…   ○ Hombre   ○ Mujer

NJT Route 551 Survey Instrument

NJ TRANSIT
The Way To Go.

Market Research
One Penn Plaza East, Newark, NJ 07105

DELAWARE VALLEY REGIONAL PLANNING COMMISSION — dvrpc

NJ TRANSIT is conducting this survey to better understand your travel needs. Please help us by filling out and dropping off this survey to survey agents at Avandale, Camden, or Philadelphia or return it in the pre-paid postage envelope. Your responses will be kept confidential. To show our appreciation for your help, we will enter your name in a drawing to **WIN A FREE MONTHLY PASS.**

Thank you for your participation!

For this bus trip...

1. On what bus route did you receive this survey?

   Route # ☐☐☐

2. What time did you board this bus? (PLEASE SPECIFY TIME AND CHOOSE AM OR PM)

   ☐☐ : ☐☐   ○ AM ○ PM
   Hour Minute

3. The place you have come from is... (CHOOSE ONE ONLY)
   - ○ Home
   - ○ Work
   - ○ School (K-12)
   - ○ Technical, College or University
   - ○ Shopping
   - ○ Medical/Dental
   - ○ Personal Business
   - ○ Social/Recreational
   - ○ Other
   - ○ Casino (Please Specify) _____

4. What is the address of the place you have come from? (PLEASE PRINT CLEARLY)

   _____
   Street Address OR Street Intersection

   _____
   City/Town   State   Zip Code

---

18. Are you... ○ Male ○ Female

19. What is your age?
    - ○ Under 18 years
    - ○ 18-24 years
    - ○ 25-34 years
    - ○ 35-44 years
    - ○ 45-54 years
    - ○ 55-61 years
    - ○ 62 or over

20. Are you... (CHOOSE ONE ONLY)
    - ○ White
    - ○ Black
    - ○ Asian or Pacific Islander
    - ○ American Indian, Eskimo or Aleut
    - ○ Other _____ (please specify)

21. Are you of Hispanic origin? ○ Yes ○ No

22. What is your occupation? (CHOOSE ONE ONLY)
    - ○ Management/Professional
    - ○ Clerical/Secretarial
    - ○ Sales/Retail
    - ○ Non-Office Worker
    - ○ Technical/Skilled
    - ○ Homemaker
    - ○ Student
    - ○ Not currently employed
    - ○ Retired
    - ○ Other _____
    - ○ Casino Employee _____

23. How many people are living in your household, including yourself?
    - ○ One ○ Two ○ Three ○ Four ○ Five or more

24. How many people in your household are currently employed?
    - ○ None ○ Two ○ Four
    - ○ One ○ Three ○ Five or more

25. How many cars are currently available in your household?
    - ○ None ○ Two ○ Four
    - ○ One ○ Three ○ Five or more

26. What is your annual household income?
    - ○ Under $15,000
    - ○ $15,000 - $24,999
    - ○ $25,000 - $34,999
    - ○ $35,000 - $49,999
    - ○ $50,000 - $74,999
    - ○ $75,000 - $99,999
    - ○ $100,000 - $149,999
    - ○ $150,000 and over

    Please be assured your responses will be kept confidential. To enter our drawing to WIN A FREE MONTHLY PASS, please provide your... (PLEASE PRINT CLEARLY)

    Name _____
    Street Address _____
    City/Town _____ State _____ Zip Code _____
    Day Phone # (___) ___ - ___   Eve. Phone # (___) ___ - ___
    Email Address _____

    Your comments are important to us. If you have specific comments, please, e-mail us from our website at **www.njtransit.com.** *Thank you for your help!*

5. How did you get to this bus? (CHOOSE PRIMARY METHOD ONLY)

- Walked
- Drove a Car
- Carpooled/Dropped off
- Another Bus (Please Specify Route) _____
- RiverLINE
- NJT Train (Please Specify Boarding Station) _____
- SEPTA (Please Specify) _____
- Bike
- Taxi
- Other (Please Specify) _____
- JITNEY
- Casino Shuttle

6. Where did you get ON this bus?

- Atlantic City   - Avandale Park & Ride   - Other

7. Where will you get OFF this bus?

- Avandale Park & Ride
- Camden Walter Rand Transportation Center
- Philadelphia Greyhound Terminal

8. After getting off this bus, how will you get to your final destination?
(CHOOSE PRIMARY METHOD ONLY)

- Walk only
- Drive a Car
- Carpool/Be dropped off
- Another Bus (Please Specify Route) _____
- RiverLINE
- NJT Train (Please Specify Destination Station) _____
- SEPTA (Please Specify) _____
- Bike
- Taxi
- Other (Please Specify) _____
- JITNEY
- Casino Shuttle

9. What is the address of the place you are going to—that is, your final destination? (PLEASE PRINT CLEARLY)

_____
Street Address OR Street Intersection

_____
City/Town   State   Zip Code

10. The place you are going to is... (CHOOSE ONE ONLY)

- Home
- Work
- School (K-12)
- Technical, College or University
- Shopping
- Medical/Dental
- Personal Business
- Social/Recreational
- Other

11. If this service was unavailable, how would you travel to your destination? (PLEASE PRINT CLEARLY) _____

12. Which of the following statements applies to you?

- I have no other way to travel, so I use the bus.
- I use the bus because it is the best choice for me, even though there are other ways I could travel.
- I usually use another type of transportation, but I occasionally take the bus.

13. What type of ticket are you using for this trip? (CHOOSE ONE ONLY)

- One-way/Cash
- Round Trip
- Bus Monthly
- Rail Monthly
- 10-Trip/Multi-trip
- Student Fare
- Senior Citizen/Customer with disability/Children
- Other
- Discount Round Trip Excursion ($15)
- Rail-Other

14. How often do you use this bus route? (CHOOSE ONE ONLY)

- 7 days/week
- 6 days/week
- 5 days/week
- 3-4 days/week
- 1-2 days/week
- 1-3 days/month
- Less than one day/month
- First time customer

15. How long have you been riding this bus route? (CHOOSE ONE ONLY)

- Less than 6 months
- 6 months to 1 year
- 1 to 2 years
- 2 to 5 years
- 5 to 10 years
- 10 years or more

16. Please rate your Overall Satisfaction with this bus route:

Not Acceptable   Acceptable   Excellent

0   1   2   3   4   5   6   7   8   9   10

17. Overall, has the service on this bus route declined, remained the same, or improved in the past year?

Declined   Somewhat   Remained   Somewhat   Improved   Not Applicable
           Declined   the Same   Improved

Abstract: A summary of the 2010 customer survey of NJ Transit's Routes 317, 403, 404, 405, 407, and 551 in Camden and Burlington counties. The Route 551 runs between Atlantic City, New Jersey, and Philadelphia, Pennsylvania. This survey will be used to update NJ Transit's demographic profiles and their travel demand models. They will also assist in the planning of Bus Rapid Transit through southern New Jersey.

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